

## What is your date of birth?

Day Month Year

**Can't Create a Profile? Got an error message stating that your SSN is already in the system?**

We are probably missing your DOB, please email your name as it appears on your license and DOB to [licensinghelp@doe.in.gov](mailto:licensinghelp@doe.in.gov).



### Having Problems Uploading Documents?

Just upload a Word document indicating that you have faxed (317-232-9023) or emailed the documents to [transcript@doe.in.gov](mailto:transcript@doe.in.gov).

### Error Message After Making a Payment?

**DO NOT SUBMIT  
ANOTHER PAYMENT!**

- First, check with your financial institution to see if the payment has been deducted from your account. Please contact [payments@doe.in.gov](mailto:payments@doe.in.gov).
- If the funds have not been deducted, make another payment attempt. If you are still receiving the error message, contact [payments@doe.in.gov](mailto:payments@doe.in.gov).



## Troubleshooting



### Having problems resetting your password? Forget your username?

Send an email to [licensinghelp@doe.in.gov](mailto:licensinghelp@doe.in.gov) with the updated email address that needs to be in your profile. You will then be able to retrieve your username and reset your password.

### Did you receive an email asking for additional documentation?

This is sent out when required documentation is missing. The documentations is needed in order to evaluate credentials or process the application. If required documents are not received after 90 days, the application will be closed. Questions? Email [licensinghelp@doe.in.gov](mailto:licensinghelp@doe.in.gov). If you have lost the email, you can always retrieve it by clicking on the "Email Log" link in your LVIS profile.

Click here if you still need help:  
[licensinghelp@doe.in.gov](mailto:licensinghelp@doe.in.gov)